

# WIA

*Workforce Investment Act*

# Annual Report PY 2012

**dlr** south dakota department of  
labor and  
regulation

Your workforce experts.





## A Message from the Interim Secretary

As the South Dakota Department of Labor and Regulation submits this program year's Workforce Investment Act (WIA) annual report, I wanted to reflect on the impact our employment and training programs make in the lives of our citizens.

South Dakota traditionally has one of the lowest unemployment rates in the nation, and this resilience showed through even while facing a national recession. Our workforce training programs help contribute to our workers' success as we strive to guide individuals to self-sufficiency, build a skilled workforce, and strengthen the state's economy.

Our field staff contribute to these goals by delivering quality services. We have a long history of consistently meeting performance, despite shrinking federal dollars. We also pride ourselves in responding to suggestions for improvement. As a department, we take our federal reviews very seriously. We are working closely with our federal counterparts, taking all required steps to assure we are compliant, and remain committed to offering the best services possible.

I commend the dedication of our workforce experts in exceeding seven of the nine WIA reporting performance measures for this year while at the same time learning new data entry requirements. We look forward to continuing to efficiently serve job seekers through innovative workforce development solutions in 2014.

Marcia Hultman  
Interim Secretary  
South Dakota Department of Labor and Regulation



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# WIA *Workforce Development Council*

## **South Dakota Workforce Development Council**

The South Dakota Workforce Development Council (WDC), was grandfathered in from the Job Training Partnership Act and has since guided workforce development in our state. Under executive order the WDC is the alternative entity in place of the state Workforce Investment Board.

The WDC is comprised of private-sector members, five state agencies including the secretaries of the South Dakota Department of Labor and Regulation (DLR), Education (DOE), Human Services (DHS), the Governor's Office of Economic Development (GOED) and the executive director of the Board of Regents (BOR). The close working relationship established among these state agencies has resulted in a level of cooperation we believe to be without equal.

The DLR is designated administrative and fiscal agent for the WDC. This provides for integrating multiple employment and training services under a single agency. These services include: WIA, Wagner-Peyser, Trade Act, Unemployment Insurance, Temporary Assistance for Needy Families, Supplemental Nutrition Assistance, Adult Education and Literacy and Veterans' Employment and Training programs. This arrangement ensures a fully integrated approach is made available to our partners and to the public we serve.

The strength of this partnership provides planning, coordination, monitoring and policy analysis for the state training system, and advice to the governor on policies, goals and standards for the development and

implementation of effective programs, Key policy decisions are made at the state level by the WDC consistent with the Governors workforce development initiatives. Local efforts of the WIA program have implemented in partnership with the local communities, service providers and employers.

# WIA *Levels of Service*

Program year 2012 continued to bring changes in our process of reporting WIA services. Definitions were rewritten to align with the federal definitions and descriptors of WIA services were rewritten to demonstrate their alignment with the revised definitions. These changes provided our local WIA delivery staff and state staff a better understanding of needed data collection which relates to data reporting.

The program year was also the end of the WIA Gold evaluation study of WIA participants across the state. We were one of 30 lucky programs to participate

in this national evaluation of WIA. This was an experimental research study in collaboration with Mathematica Policy Research, which is the primary and lead organization on the project. The other evaluation partners included Social Policy Research Associates and The Corporation for a Skilled Workforce.

The study evaluated WIA services to determine the impact they have on individuals who take them up. The major goal of the evaluation is to provide insight on the effectiveness of these services and the WIA Adult and Dislocated Worker Programs in general. Toward this end, the evaluation

randomly assigned WIA participants to selected control groups. These included WIA full service, Core and Intensive only service and Core only services.

This study required DLR to provide specific definitions for Core, Intensive and Training services. With the conclusion of the study comes the collection of data nationwide and the results probable in the next two to three years.

**Three levels of service are available to adults and dislocated workers under WIA. These include core, intensive and training services.**

## **Core Services**

Provided Prior to Intensive Services and Include, but Not Limited to, Initial Assessment and Workforce Information

### **Initial Assessment**

Discussion about desired employment, employment history, self-described interests and skills. Providing information about assessments, resource room, phone numbers and

brochures for community resources. Sharing website addresses, referral to skill development software, providing Unemployment Insurance information and information on how to use self-services.

## Workforce Information

Discussion about labor market conditions, occupations and characteristics of the workforce, area business identified skill needs, employer wage and benefit trends,

occupational projections, worker supply and demand and job vacancies. Providing information about self-service job search, job search workshops, Labor Market Information Center and training information websites.

## Intensive Services

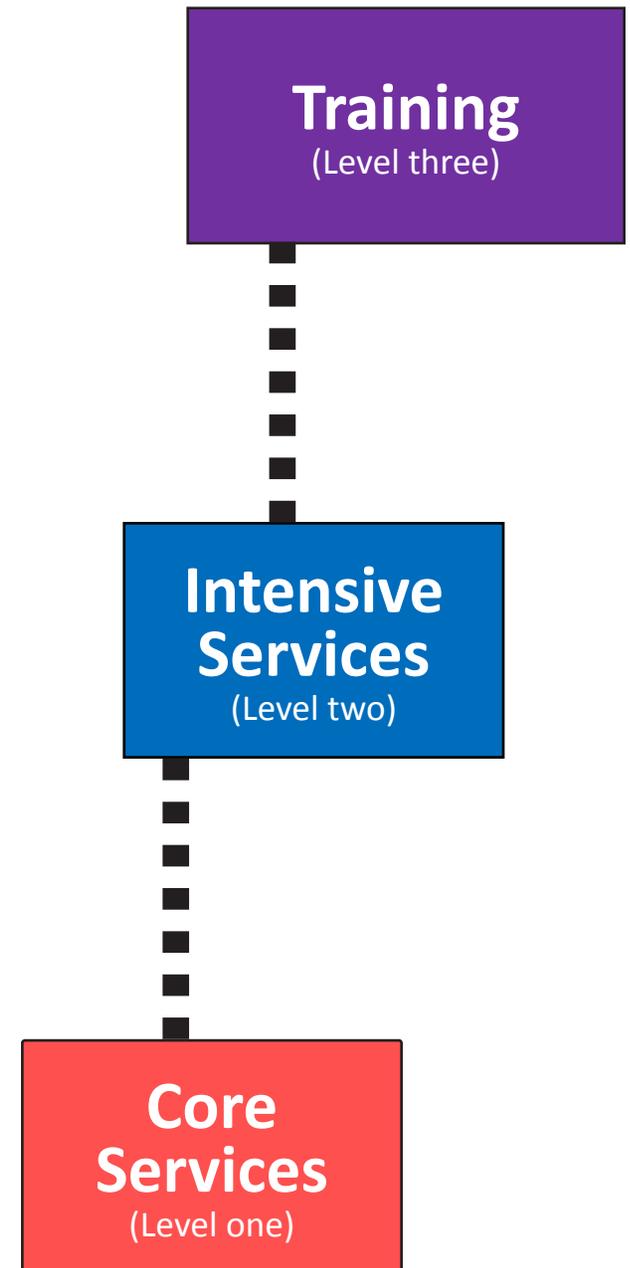
Provided Prior to Training and Include, but Not Limited to, Comprehensive Assessment & Prevocational Skills

### Comprehensive Assessment

Referrals, completion and discussion of results of formal assessments. Referral to appropriate assessments and given assistance if necessary in scheduling appointments or assign the scheduling to determine follow-through of individual. Follow-up with provider regarding individual's attitudes and commitment to the process as well as obtaining results. Providing specific information discussing results of assessments. Providing information regarding the types of occupations, where to receive training and how to apply would be included. Information on how to apply for financial aid, if necessary, would be discussed and how WIA could assist.

### Prevocational Skills

On-going development of employability skills, communication skills, interviewing skills, punctuality, personal maintenance and personal conduct to prepare participants for unsubsidized employment or training. Providing on-going one-on-one discussion regarding information received in a Job Search Assistance Program (JSAP). Assistance with applications, resumes, interviewing and job retention. Continuous updating of the individual employability plan. Assigning and discussing Key Train Career Skills development and also utilize the Life Skills Education booklets.



## Training

### **Occupational Skills Training**

Requires the training provider to be WIA approved by DLR prior to any of its programs being selected. The request is made via the DLR website.

Programs lead to a certificate, a diploma or a degree recognized nationally or within an industry.

The Local Offices have the responsibility to conduct an interview, evaluation and assessment, in order to make a determination whether the participant is in need of training services and has the skills and qualifications to successfully complete the selected training program.

Programs of training must be linked to employment opportunities reasonably available to the worker.

### **On-the-Job Training (OJT)**

Occupational training provides knowledge and skills essential to the performance of a specific job. An eligible participant will be hired by an employer, a training plan will

be completed and training will be conducted while on the job. Monitoring by DLR local office staff is conducted while on the OJT. Training is provided by an approved employer, under an OJT agreement, in exchange for compensation for the extraordinary costs of conducting the training for an eligible participant.

The local office must determine the participant is well matched to the prospective training program. A review of the participant's background, family situation, life circumstances, interest, aptitude and basic skills is considered prior to commitment of an OJT. All discussions and determinations will be fully documented.

### **Trade Adjustment Assistance (TAA)**

The TAA program saw limited activity this last year in South Dakota. There was one new certification affective. We continued assisting 61 other participants in completing their training from previous certifications and assisted a few from out of state.

### **National Emergency Grant (NEG)**

NEG is a discretionary award intended to temporarily expand service capacity at the state and local levels by providing funding assistance in response to significant economic events. Significant events are those that create a sudden need for assistance that cannot reasonably be expected to be accommodated with the ongoing operations of the WIA Dislocated Worker program.

We enroll every NEG participant into the WIA dislocated worker program. South Dakota had two NEG's during PY11.

### **National Emergency Grant On-the-Job Training (NEG OJT)**

South Dakota received a grant to provide OJT's for long-term unemployed dislocated workers. The biggest challenge was finding qualified participants. The continued improvement of the South Dakota economy and convincing employers to train individuals played a role in this challenge. Three criteria need to be met: lost employment after January 1, 2008, a dislocated worker, and long-term unemployed (13 weeks in

SD). Initially the grant was to expire on June 30, 2012. At that point we had 66 enrolled participants. South Dakota received an extension to this program through September 2012, which resulted in a total of 81 enrolled participants with 75 entering employment.

**NEG Premier Bankcard**

This NEG was specific to the closing of Premier Bank Card call center in Spearfish, SD in July 2011. The Premier Bank Card NEG expired June 30, 2013 and enrolled 90 participants, with 77 being employed. Training varied from short-term classes for improving skills to post-secondary degrees.

Adult Characteristics	Rate
Veteran	6.7%
Unemployed	75.3%
Low Income	75.7%
Disability	9.1%
SNAP	50.1%
TANF	2.9%
HS Dropout	16.1%
<i>Source: SDWORKS</i>	

*John's Story*

John was a dislocated worker when Premier Bankcard closed their doors in Spearfish. John had one year left to complete his bachelor's degree in Human Services and Sociology, so he was assisted by

NEG funding. John looked for a job in his field diligently for several months but was turned down over and over again. To enhance his marketability for employment, an OJT was offered for full-time employment. John was hired by the Department of Social Services (DSS) in Rapid City at \$15.05 an hour and an OJT was offered for 680 hours

due to the complexity of the economic assistance programs offered by DSS. John successfully completed his training hours and actually moved to Rapid City during this period of time. He remains with DSS and is enjoying his job.

# WIA Adult Program

WIA Adult programs work to increase employment, retention, earnings of participants and occupational skill attainment. If the program is successful, the result will be seen in the quality of the workforce, a reduction of welfare dependency and an enhancement of the economy.

WIA is a flexible program attuned to the specific needs of the individual participant. A mix of services may be offered to eligible participants from one or more partners. All services provided are based on a complete assessment process and a service strategy documented in the employment plan.

Adult and youth services can be accessed at any DLR local office.



- To be eligible for services, adults must be 18 years of age or older.
- The percentage of adults being served who were not employed increased from 73.3% in PY11 to 75.3% in PY12.

Adult Performance	Goal	Actual
Average Earnings	\$11,000	\$10,997
Entered Employment Rate	81.5%	82.4%
Employment Retention Rate	87.5%	85.9%

Source: DRVS Data

## Gerald's Story

exam that day and was told he could take his generals that fall.

I first met Gerald on August 27, 2009. He was 40 years old, unemployed, no driver's license, no high school diploma and

was a single dad raising three kids on his own. His determination to get his diploma and go on to more training was apparent when he found a way to be in class five days a week and not give up his goal of being a certified diesel mechanic. His first milestone was when he finally received his GED®. Less than one year from when he started, Gerald was the proud recipient of a diploma. The next day he was at Southeast Technical Institute talking to financial aid to see about enrolling that semester. He scheduled the entrance

After starting classes, Gerald struggled with all the reading, but found a way to make it work. Even his own children started to do better in school when they saw how much it meant to their father to achieve this goal. In January 2011, Gerald took a part-time job at Salem Tractor after school to help pay the bills and cover the traveling costs back and forth. Gerald has overhauled over 400 engines for the employer since he started working two years ago.

Gerald's determination to succeed was shown this last semester when he approached one of his classmates who was struggling with the English language and the curriculum. He gave

him some pointers of how to study and what has worked for him. Gerald's first semester GPA was 2.92. The next three semesters, he was on the President's List and finished his final semester with a 4.0!

Gerald received his Associate's Degree for Diesel Engineering on Friday, December 7, 2012. "Stay positive to who YOU are. Don't ever give up. It is all worth it. Give 100%. It's yours." Said Gerald. His future plans are to work for Butler Cat. Starting pay is \$19 - \$21/hour and increases to \$25+ an hour after attending 6 weeks of training in their Fargo facility for specialized training on their equipment.

## Michael's Story

Michael was laid off from Mark's Welding in Elk Point in January 2013 due to lack of work. He was selected for REA services while collecting unemployment benefits. Michael expressed an interest in becoming an AWS Certified welder. We enrolled

him in WIA in April 2013. Michael met with the Regional Technical Education Center (RTEC) in Yankton to see if his welding skills were at an appropriate level for him to be successful in the AWS Certified Welding course. He successfully completed interest and aptitude assessments which showed

welding was an appropriate occupation for him. He obtained a silver level NCRC. He successfully completed RTEC's AWS Certified Welding Course in June and accepted a full time welding position with MASABA Mining Equipment in July making \$14/hr. Michael said MASABA was impressed that he had obtained his AWS Certification.

# WIA Dislocated Worker Program

**The Dislocated Workers program supports individuals who have lost employment through no fault of their own.**

The key to a successful program for dislocated workers is the coordinated effort of various partners and a rapid response to the layoff action. An effective program assists the dislocated worker with readjustment and transition to suitable employment while reducing the traumatic effects of sudden unemployment from long-held jobs.

The state's dislocated worker unit is responsible for coordinating a rapid response effort for specific closures and mass layoffs. The state will provide technical assistance to the company, workers and their representatives, local government, DLR local offices and other parties that may partner in the response effort. The state is

also responsible for collecting and disseminating information and receiving notices as required under the Worker Adjustment and Retraining Notification Act (WARN).

There were fewer dislocated workers reported in PY12 compared to PY11. The lower number can be attributed to South Dakota's recovering economy. The number of layoffs has drastically decreased the last two years.

Dislocated Worker Performance	Goal	Actual
Average Earnings	\$15,323	\$15,173
Entered Employment Rate	85%	88.6%
Employment Retention Rate	93%	94.6%

## Tennille's Story

Tennille is a dislocated worker from Wells Fargo Auto Finance who was laid off in April 2012. Tennille is a single mother to three children and holds a Bachelor's Degree in Accounting but has never used her degree. She met with a WIA representative and outlined her goal of obtaining full-time employment utilizing her Accounting degree as an Accountant or in an office setting. She wanted to increase her computer skills and took Teknimedia and was interested in QuickBooks as she does not have working knowledge in that program. Tennille received intensive services such as in-depth job seeking, and attended QuickBooks class at New Tec. Tennille attended JSAP and she worked with the REA program as well. In October, Tennille obtained employment at Presentation College as the Executive Assistant to the President earning \$24,000/year with benefits.

## Matt's Story

When Matt initially came to us, he was in a tight spot: he was underemployed and couldn't quite make ends meet, but he also had recently been released from prison and didn't have many marketable skills. Matt had done quite a bit of research on his options, and he asked us if we might be able to help him obtain a CDL at Training Solutions Institute. After Matt explained his research and planning, we agreed and obtained the information for him to start studying. But because Matt wasn't earning enough, he couldn't afford to keep taking off work to get enrolled in WIA and complete the CDL course. Things fizzled.

A couple of months later, Matt lost his job due to a miscommunication. Matt had been studying for his CDL during that time, though, and he came back to see if we might still help him. We paid for a class B CDL course and helped Matt iron out the details: obtaining documents, doing more research and getting registered for the training.

Three days into the course, the front desk buzzed Matt's ES to say that he was waiting in the lobby. To be honest, she panicked, he should have been in class! But there was Matt, grinning ear to ear and holding a certificate of completion. Matt said the trainers had worked with him for a couple of days before taking him aside and telling him there was no point in finishing out the two weeks—he was ready to do the driving test now. They had never seen anybody come in more prepared, and Matt now holds the record for fastest completion of their course.

Matt passed his driving test with flying colors and got his CDL the next day. He found a full-time job working as an

equipment operator and truck driver for Winter, Inc., earning \$16.00 an hour; a wage he said he "never dreamed" he'd be able to earn with a felony on his record. He came back in to complete further exploration of his career options so that he knows what he can do with his new qualifications if he ever decides to pursue new opportunities.

Throughout Matt's involvement with WIA, he kept repeating one thing, "I couldn't have done this without this program." The last time he visited, he told his ES, "I can't thank everyone here enough. I know you took a chance on me, and I wanted to prove that it's worth taking a chance on people. I hope I made you proud."

Characteristics of Dislocated Workers at Time of Staff Assisted WIA Services	
Over 55 years of age	22%
Low Income	31%
Disabled	3.5%
Receiving SNAP	13.7%
Veteran	8.1%
High School Dropouts	1.9%

Source: SDWorks

# WIA Youth Program

The Workforce Investment Act (WIA) Youth Program provides a systematic and coordinated approach to career services. This program serves youth ages of 14 through 21 who are low income and have a barrier to employment.

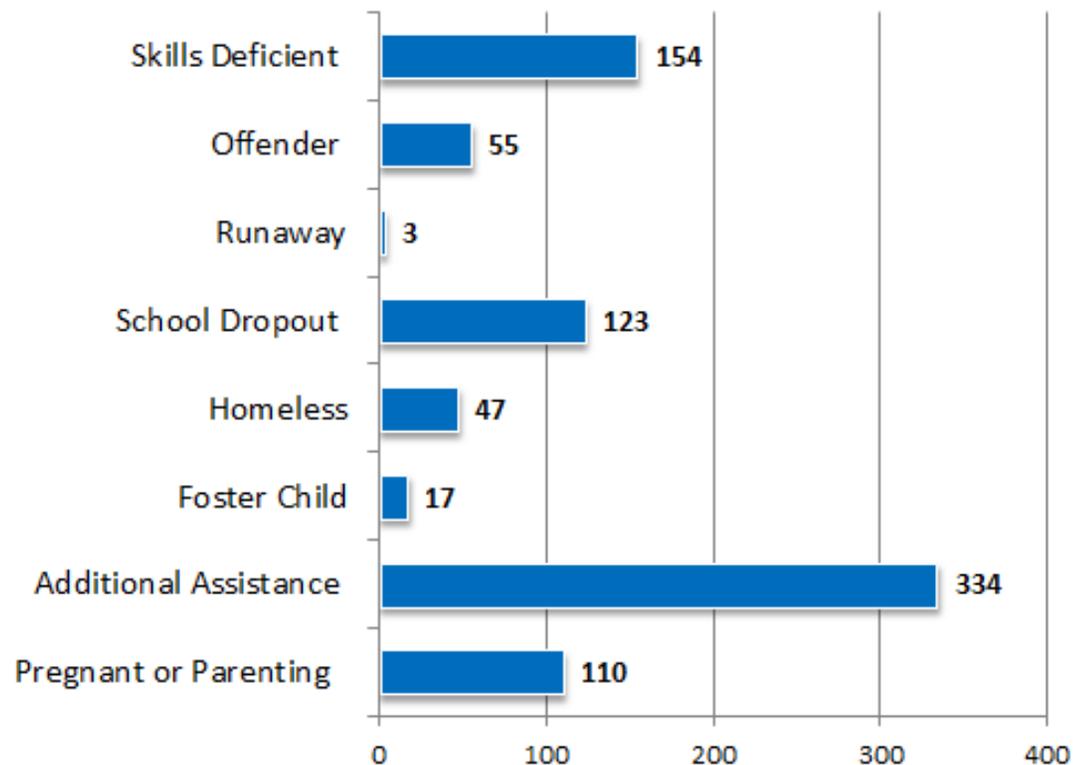
These barriers may include being homeless, a foster child, an offender, a parent or currently pregnant. Services are also available for high school drop outs or those at risk of dropping out. Barriers may also include having low basic reading and math skills, attending an alternative education program, an individual with a disability, a history of substance abuse or a language barrier.

## Youth Program Year 2011 in Review

The WIA Youth Program updated their data collection system and definitions to more closely match the federal reporting guidance.

In PY12, employment specialists throughout South Dakota provided assistance to 395 youth under the WIA Program through June 30, 2013. The program offers assistance in completion of secondary education, alternatives to secondary school services, summer employment opportunities, work experiences, occupational skill training, leadership development opportunities, supportive services, mentoring, follow up services and comprehensive guidance, as appropriate.

**Barriers of Youth Served**  
at time of PY2012 enrollment



**Over 29% of those served received the benefit of a work experience and 41% received supportive services that allowed them to participate in the activities offered through WIA.**

Youth Performance	Goal	Actual
Placement in Employment or Education	70%	73.1%
Attainment of Degree or Certification	65%	52.4%
Literacy Numeracy Gains	21.5%	40.3%

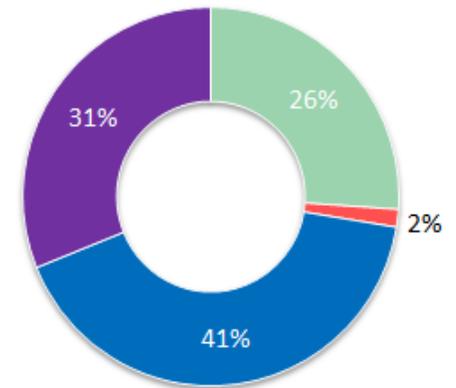


## Caryn's Story

Caryn Johnson is an In-School Youth who was unemployed and determined eligible to receive food stamps when she enrolled into WIA. She benefited from being considered a family of one as she had a documented disability. This allowed WIA to consider only her income versus her family's household income. Caryn took part in Project Search, a partnership program with the Division of Rehabilitation Services in SD. Through Project Search, Caryn was able to attend youth groups focusing on job search, employability, asset development and self-advocacy skills for individuals with disabilities in the workforce. Caryn received assessments including career interest and basic skills. Krista, Caryn's WIA representative, sat in on Caryn's team meetings that included Caryn, her parents, work site supervisors, job coaches and teachers that helped guide Caryn's Individual Service Strategy. Krista assisted Caryn with a job search and earning her NCRC. Caryn also earned her High School

Diploma while in WIA. Krista developed a work experience as an office assistant for Caryn at Safe Harbor and another work experience as a file clerk at Avera St. Lukes. WIA provided Caryn with transportation supportive services that allowed Caryn to make it to work each day. Caryn was hired on part-time as the File Clerk at Avera St. Lukes making \$9.00 per hour.

### Youth Education Status at Time of Enrollment



- Student (103)
- High School Graduate (6)
- Post High School Education (163)
- High School Dropout (123)

## Travis' Story

Travis came to the WIA program as a high school dropout and employed full-time. However, he was working in an environment that was creating physical ailments. He hoped WIA could assist him in earning his GED® and completing a job search, while continuing to work full-time. Travis completed several assessments including an interest inventory, Reality Check budget, labor market analysis and basic skills assessment. It was determined that Travis was Basic Skills Deficient and his employment search would benefit if his reading and math skills improved. Travis was enrolled in GED® classes with our WIA Title II Adult Education and Literacy partner, Cornerstones Career Learning Center. Travis not only improved his basic skills enough that he received a Literacy and Numeracy Gain, but he also earned his GED® and a NCRC. Through assessments and reviewing job openings with his WIA representative, Krista, Travis decided welding would be a good fit for him. Krista assisted Travis in completing job applications for a couple of openings

in town. Krista followed-up with these employers to market the WIA On-the-Job Training (OJT).

Travis successfully completed a 640 hour training as a Loader/Unloader in the paint department at Twin City Fan in Aberdeen. His ultimate goal was to become a welder within that company. From the time he started the OJT until the most recent follow-up, Travis had successfully completed his training, began a welding class offered by Twin City Fan and had tested as a Master Level welder. Travis has increased three pay scales from the time he started with Twin City Fan. Once Travis works as a welder for six months, he is expected to receive another raise. Krista has offered Travis supportive services for work attire, including a welding helmet and steel toe boots, but his employer has assisted in him obtaining these needs.

Travis sent Krista a letter that stated, "You and the Department of Labor have been a great help to me. I am glad that I was able to participate in the programs you offered and I am glad that I got to work with you."

**Similar to Travis, other WIA participants have benefited from the services through WIA. 44% of youth have benefited from Workforce Information, 2.7% from On-the-Job Training and 51% from Youth Follow-Up Services.**

Youth Characteristics	Rate
Basic Skills Deficient	39%
Pregnant/Parenting	27.8%
Foster Child	4.3%
Low Income	93.4%
Homeless	11.9%
Disability	13.4%
SNAP	48.9%
TANF	3%
Offender	13.9%
HS Dropout	31.1%

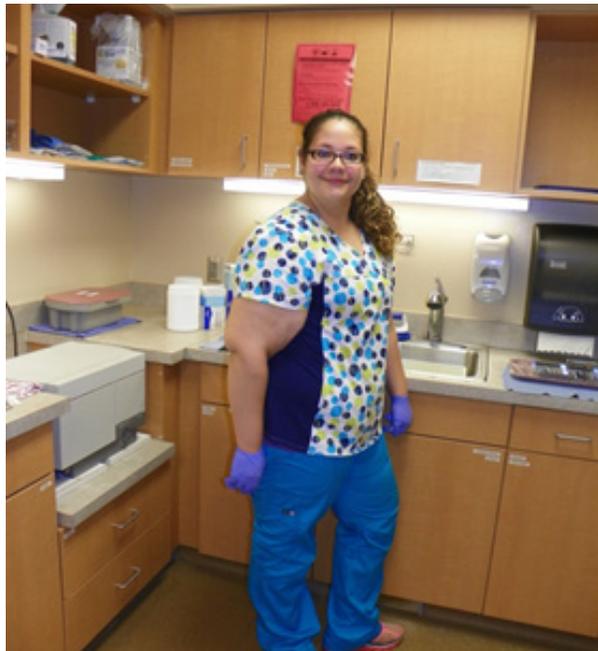


## Jamie's Story

Jamie is an in-school youth who was referred to WIA by her foster care community liaison. Jamie was receiving food stamps when she began

WIA. Jamie completed a Leadership Development activity to expand her decision making skills. This consisted of attending a Youth Job Search Assistance Program and completing online Keytrain Career Skills modules focused on showing responsibility, demonstrating skills, interacting with customers and improving communication skills. Jamie benefited from Workforce Information Services by completing a mock interview with DLR staff and reviewing a master job application with her WIA representative, Sarah. After taking an interest assessment, completing a Reality Check budget and reviewing Labor Market Information, Jamie narrowed her employment interests to massage therapy and dental assistance. Jamie's WIA representative assisted her in finding a summer opportunity work experience as a clinic lab aide assistant for Falls Community Health

Dental Clinic. Jamie received supportive services that allowed her to purchase appropriate work attire and transportation for her summer opportunity work experience. Jamie also received an incentive for the Leadership Development and Workforce Information Services she completed. Jamie's work site supervisor would be happy to offer Jamie a reference when the need arises. "Jamie is doing a fantastic job. She will make a great asset to any profession." Jamie returned to school this fall to finish her senior year. She will be the 2nd person in her family to graduate from high school in 50 years.



Youth Program

**Like Jamie, 16 other youth in the WIA program were also in foster care at the time of enrollment. The WIA Youth Program focused on Summer Opportunities combined with a Leadership Development activity of Youth Job Search Assistance Program (JSAP). Twenty-three youth, including Jamie, benefited from a Summer Employment Opportunity Work Experience.**

**Nearly 44% of youth participants received Leadership Development Services in PY12, ranging from registering to vote, attending parenting classes, to attending a Youth JSAP.**

**Twenty-six percent of youth have received incentive payments from completing short-term goals related to their ISS.**

### Enrollment Age of Youth Served

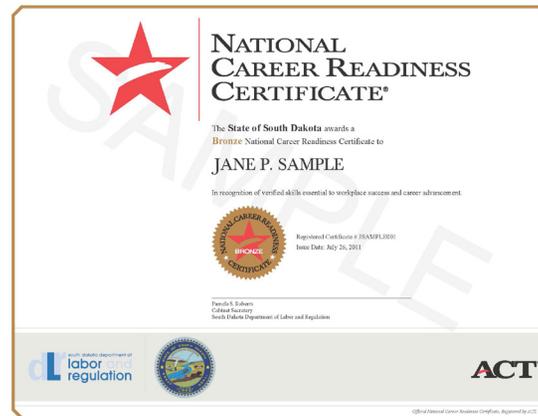
Age (Years)	Total Enrollment
14 to 18	168
19 to 21	227

# WIA National Career Readiness Certificate

The National Career Readiness Certificate (NCRC) continues to be a significant component of services offered to all South Dakota job seekers registered with the South Dakota Department of Labor and Regulation (DLR). However, special emphasis is placed with those individuals engaged in WIA Adult, Youth and Dislocated training programs. The NCRC continues to be a very flexible tool for staff to engage not only WIA participants but individual job seekers as well as other program participants, educators and employers. The NCRC has become a tangible way for individuals and DLR staff to validate skill levels of individuals in their work search, and continues to be a reliable skill assessment and training tool; giving individuals an opportunity to gain confidence in skills they possess and provide a framework to improve those skills needed for success in the workplace.

Through multiple sources, DLR financially supports 100% of all services required for any job seeker in South Dakota to prepare and complete the

assessments necessary to earn a NCRC. Individuals can earn this national certification by completing three



WorkKeys exams; Applied Mathematics, Locating Information and Reading for Information.

In addition to the certification, DLR also provides all South Dakotans with an opportunity to improve their skills through the KeyTrain Skills Curriculum available at all local offices and adult education providers across the state. Having this instant availability at the local office level offers individuals and staff the greatest flexibility to

immediately engage interested individuals in the process and remove any scheduling and time barrier. This self-paced skill development curriculum also holds KeyTrain Career Skills; a self-paced soft-skills awareness curriculum. This package continues to be a value-added resource for individuals to realize what areas of strength or improvement they may have. This Career Skill curriculum has been a valuable tool for employment specialists while working with WIA in-school-youth in particular.

The NCRC, the WorkKeys Assessment System and the KeyTrain skill development programs are developed and maintained by ACT, the college entrance exam company. The individuals South Dakota licenses for each piece are maintained and supported by DLR central office staff.

DLR intends to strengthen the NCRC in South Dakota, and in particular the youth of South Dakota, by offering high schools the opportunity to participate in the program. In partnership with the South Dakota Department of Education

(DOE), DLR is once again offering the assessments and subsequent certification to high schools across the state. DLR staff are coordinating the actual in-school assessments days and then sharing the results and assessment finding with department staff with the intention of further implementation in the future. As many school districts across the country are doing, the DOE is also developing a new Accountability Model to mark progress in its member school districts. DOE officials look to implement the WorkKeys Assessments

and the NCRC as a measure of career readiness for either all juniors or seniors prior to graduation. The current 2013-2014 school year project will be used to develop assessment rules and priorities for this transition. This type of partnership allows both DOE and DLR the opportunity to cohort on activities and maximize resources all while providing a common framework for South Dakota's workforce, to identify, improve and take advantage of foundational workplace skills.

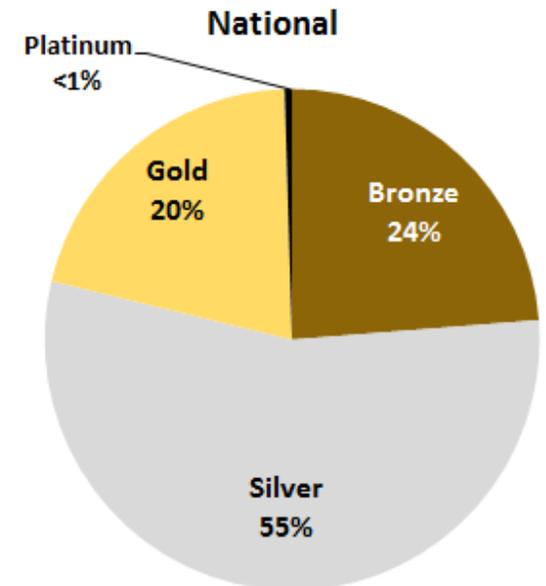
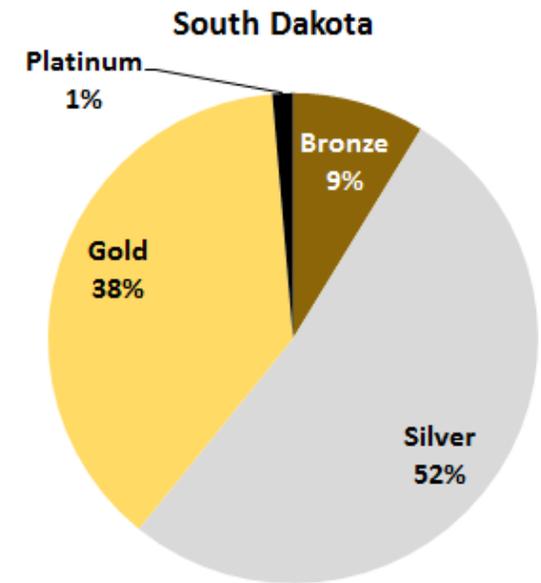
The DLR remains committed to maintaining the NCRC as a vital piece to address workforce skill needs in South Dakota. Coupling this national credential with other traditional WIA program services, provides all staff with a flexible tool to better serve job seekers, employers and the economic development of South Dakota.

Certificate Level	Bronze	Silver	Gold	Platinum	TOTAL
WIA Adult	20	132	59	0	211
WIA Dislocated	3	47	30	0	80
WIA Youth	9	42	16	0	67
TAA	0	1	3	0	4
	32	222	108	0	362
<b>South Dakota – WIA (7/1/12 to 6/30/13)</b>	8.84%	61.33%	29.83%	0%	100%
<b>South Dakota – All (9/1/09 to 9/06/13)</b>	11.13%	54.95%	32.92%	1%	100%
<b>National (as of 9/11/13)</b>	23.76%	54.99%	20.77%	0.48%	100%

**In the 2012 WIA Program Year, 362 individuals enrolled in WIA, earned a National Career Readiness Certificate while enrolled.**

In addition to the WIA participants, 2,203 individuals representing other priority groups also earned a National Career Readiness Certificate.

Certificate Level	Bronze	Silver	Gold	Platinum	Total
AEL	4	5	2	0	11
DOE (schools)	231	813	325	7	1,376
Job Seeker	34	241	143	7	425
Other/SSXP1	2	8	9	0	19
RES/REA/RIS	11	102	77	2	192
SELF Request	0	2	2	0	4
SNAP	0	0	0	0	0
TANF	5	17	8	0	30
Technical Institute	13	31	11	1	56
Veteran	2	12	11	1	26
VR	0	2	2	0	4
Energy Grant	8	34	18	0	60
	310	1,267	608	18	2,203
South Dakota	14.07%	57.51%	27.60%	.82%	100%



As shown in the table above, the individuals who did earn the NCRC represent 90.11 percent of the 718 individuals who completed all three assessments and did not earn a certificate, or those who completed at least one of the assessments necessary to earn certification attempted all three, or completed at least one of the assessments necessary to earn certification.

## Other NCRC Activities

During the 2012 WIA Program Year, the NCRC program, including the KeyTrain skill development and WorkKeys Assessment System, have both been used as an additional tool to support other workforce services.

### *RES*

In response to a more intensive managed unemployment insurance (UI) program, both the KeyTrain Skill Development and WorkKeys Assessments portions of the NCRC program have been common activities for those who have been referred to participate in this UI. In addition to designated standard work search contacts RES program referrals are required to do, individuals are also instructed to participate in any number of workforce improvement activities. These weekly, hourly activities are tracked by individuals and reported to DLR staff as intensive monitoring of their work search activities.

### *KeyTrain in Local Office*

In WIA PY12, DLR NCRC program specialists conducting training



statewide in all of the local office locations to training staff on KeyTrain administration. It was determined that having staff in each local office designated to create accounts, review results with job seekers, as well as other program participants, would allow staff to have a better rate of engagement with individuals in their workforce needs. This more responsive service allows individuals to participate in pre-assessments and skill development opportunities without additional referral steps to outside partner agencies. Connections are still maintained and can be accessed to address other more intensive services, whether it be more intensive instruction for KeyTrain skill development, GED® or other basic adult education and literacy needs.

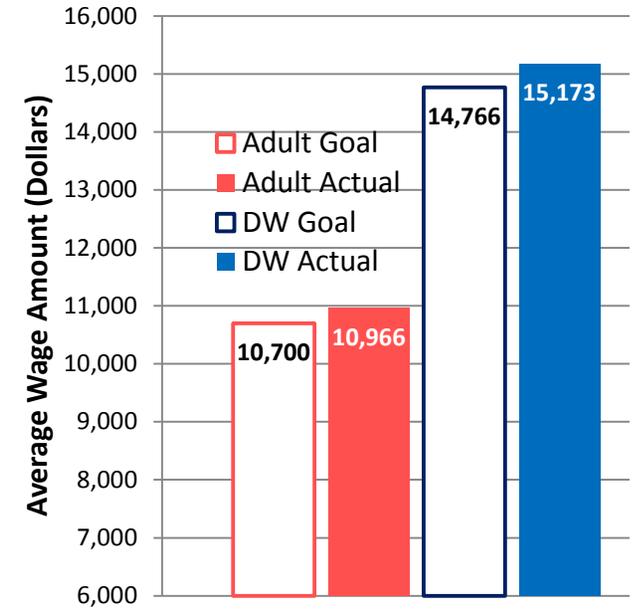


# WMA Performance and Reporting

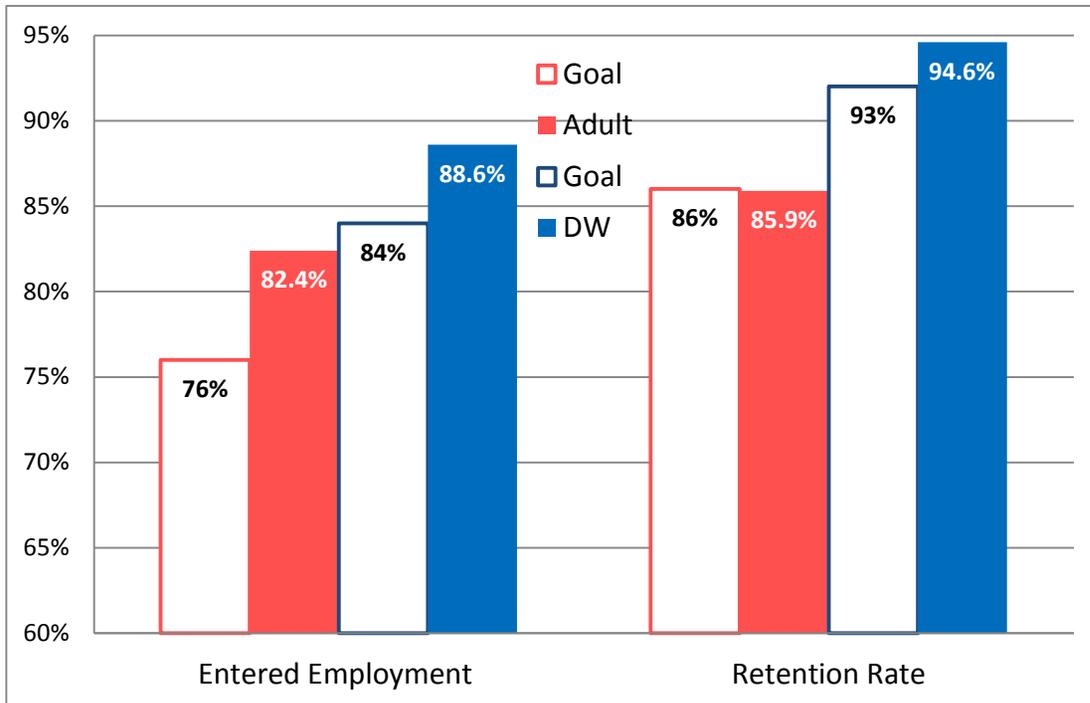
For the third year, South Dakota is reporting performance under the Common Measures waiver. For the nine Common Measures for the three Title 1 programs (adult, dislocated worker, and youth), South Dakota DLR exceeded seven and met two of the negotiated performance.

The local DLR offices continue individualized, personalized services for the three programs (adult, dislocated worker and youth). Considering the economy of thenation and the state over the past few years, the participants have demonstrated the success of the services through the performance measures.

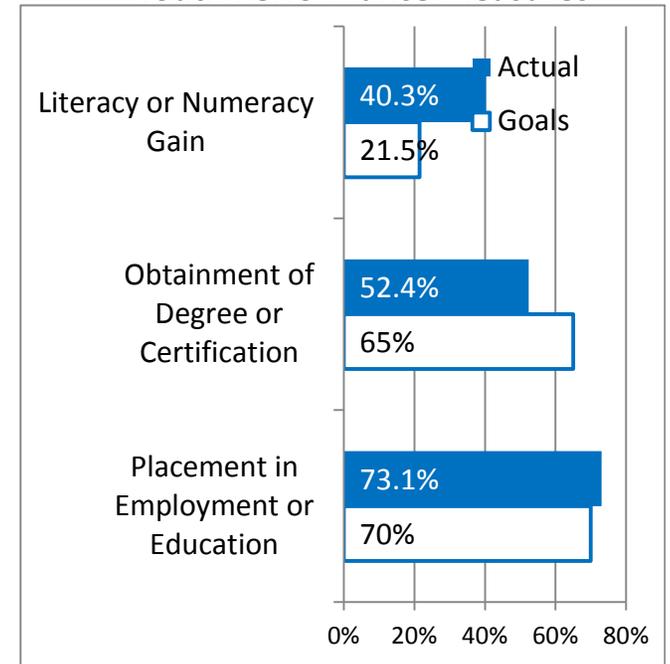
### Adult and Dislocated Worker Performance Measures



### Adult and Dislocated Worker Performance Measures



### Youth Performance Measures



## Uniform reporting

South Dakota DLR, as a single area state for ETA programs, has the distinct ability for program staff for the respective programs (Veterans, Wagner-Peyser and WIA) to work closely together. These programs share a common data collection system called SDWorks. As many of the data elements are used in all the various program reports, South Dakota demonstrates consistent reporting among programs.

Reporting instructions and updates are closely reviewed and discussed among the program staff as reporting changes are enacted. The DLR program staff and Bureau of Information and Technology (BIT) staff are also a close working group. Dependent on the reporting needs, the staff can get together via phone or in person as needed.

SDWorks provides program specific data for central office program staff and the local office staff. The SDWorks reports are there for local office staff to

better track their case load and ensure that data collection and reporting accurately reflect the services and outcomes. The use of Data Reporting and Validation System (DRVS) for quarterly error reports then provides a base for determining if field staff are having difficulty with a particular type of data entry or documentation. Between the reports of SDWorks and the error reports of DRVS, many staff training issues can be identified and remediated.

# **WIA** Economic & Workforce Information Analysis

South Dakota Governor Dennis Daugaard has included economic and workforce development among his top priorities. To achieve his established goals, Governor Daugaard formed a subcabinet workforce committee consisting of his chief of staff, top policy advisors and five cabinet secretaries.

The South Dakota Department of Labor and Regulation (DLR) and the Governor's Office of Economic Development (GOED) have been identified as the lead partner agencies in the state's development efforts.

DLR has the responsibility of delivering the Workforce Investment Act (WIA) Title I and Title II programs and administering Unemployment Insurance (UI), Labor Market Information (LMIC), Work Opportunity Tax Credit (WOTC), Foreign Labor Certification, Wagner Peyser (W-P), Senior Worker, federal discretionary training grant and GED® testing programs.

Extensive LMIC data and research as well as input from businesses from

around the state were considered when developing the state's workforce plan. In 2011, the Governor and staff personally visited 251 business owners to discuss workforce needs and challenges.

## **Labor Economics Analysis**

Gross domestic product (GDP) is the measurement of the output of goods and services produced by labor and property located in an area. Total GDP for South Dakota has increased by 68.4 percent since 2001. This is significant growth, in particular when compared to the national rate of 52.3 percent for the same time period. Current data for the year 2012 show South Dakota's output is led by the finance and insurance industry, followed by manufacturing, health care and social assistance and retail trade industry sectors.

The agriculture, forestry, fishing and hunting industry is a significant component of South Dakota's economy. In 2012, the ratio of the agricultural

industry compared to total GDP in South Dakota was 10.3 percent; the national rate was only 1.1 percent. This industry is very important for the survival of many smaller communities in our state, as rural families typically have both farm and nonfarm jobs. In many cases, the nonfarm jobs provide most of the income; however, the farm job is what ties the family to the rural community.

## **South Dakota's Workforce**

South Dakota has a significant number of self-employed and unpaid family workers because of the large number of farmers, ranchers and small nonfarm businesses in the state. The table at the far right of the next page shows South Dakota employed persons by class of worker. The class of worker data is from the Current Population Survey, which measures the employment status of each resident based on a household survey. This survey measures employment by place of residence. The agricultural workers category includes both self-employed and unpaid family workers and wage and salary workers.

2012 South Dakota Gross Domestic Product (millions of current dollars)		
Industry	Value	Percent of Total
All Industry total	\$42,464	100.0%
Private Industries	\$37,225	87.7%
Finance and insurance	\$6,748	15.9%
Manufacturing	\$4,008	9.4%
Health care and social assistance	\$3,732	8.8%
Retail Trade	\$2,983	7.0%
Real estate and rental and leasing	\$3,441	8.1%
Agriculture, forestry, fishing and hunting	\$4,384	10.3%
Wholesale trade	\$2,548	6.0%
Construction	\$1,444	3.4%
Information	\$1,040	2.4%
Transportation and warehousing, excluding Postal Service	\$1,040	2.4%
Professional, scientific and technical services	\$1,204	2.8%
Accommodation and food services	\$1,166	2.7%
Other services, except government	\$936	2.2%
Utilities	\$713	1.7%
Administrative and waste services	\$613	1.4%
Management of companies and enterprises	\$480	1.1%
Arts, entertainment and recreation	\$330	0.8%
Educational services	\$288	0.7%
Mining	\$129	0.3%
Government	\$5,239	12.3%

Source: Bureau of Economic Analysis, U.S. Department of Commerce

2012 South Dakota Employed Persons by Class of Worker	
Class of Worker	Number of Workers
Agricultural Workers	35,900
Nonagricultural Wage & Salary Workers	355,900
Nonagricultural Self-employed & Unpaid Family Workers	28,300
Total Employed	420,100

Source: 2012 Current Population Survey; US Bureau of Labor Statistics

### Current Employment Statistics (CES) Nonfarm Wage and Salaried Worker Levels

The U.S. Bureau of Labor Statistics (BLS) administers the Current Employment Statistics (CES) program, which includes an employer survey conducted to estimate the level of nonfarm wage and salaried workers. This survey measures jobs by place of work, regardless of place of residence.

The 2012 annual average level of nonfarm wage and salaried workers was 414,000, which reflects an increase of 36,500 (9.7 percent) compared to the 2002 level of 377,500. Since 2002, the nonfarm worker levels have continued

South Dakota Nonfarm Wage & Salaried Workers Total 2012 Worker Levels by Ownership		
Industry	Number of Workers	Percent Distribution
Statewide Total	414,000	100.0%
Total Private Industry	336,500	81.3%
Government	77,500	18.7%
Federal	11,400	2.8%
State	18,400	4.4%
State Education	9,100	2.2%
Local	47,700	11.5%
Local Education	24,600	5.9%

*Source: South Dakota DLR, Labor Market Information Center*

to trend upward overall, despite drops in 2009 and 2010.

As shown in the table above, there are approximately 77,500 workers in the state employed by government establishments. This table also provides detail regarding these workers.

Private nonfarm establishments in South Dakota employing the most workers include healthcare, retail trade, leisure and hospitality and

South Dakota Nonfarm Wage & Salaried Workers 2012		
Industry	Number of Workers	Percent Distribution
Total Private Industry	336,500	100.0%
Health Care/Social Assistance	59,800	17.8%
Retail Trade	51,000	15.2%
Leisure & Hospitality	44,300	13.2%
Manufacturing	41,300	12.3%
Professional Business Services	29,000	8.6%
Financial Activities	28,700	8.5%
Mining, Logging and Construction	21,000	6.2%
Wholesale Trade	19,500	4.7%
Transportation, Warehousing and Utilities	12,500	3.7%
Educational Services	7,400	2.2%
Information	6,200	1.8%

*Source: South Dakota DLR, Labor Market Information Center*

manufacturing. The table above provides more detail.

Because nonfarm wage and salaried workers are counted by their place of work, workers employed at multiple establishments are counted more than once. Many workers in South Dakota hold more than one job. South Dakota typically has one of the highest rates of multiple job holding rates in the nation. In 2011, South Dakota and North Dakota were the highest in the nation for multiple job holders, both

at 9.0 percent. Many of the upper plains states with high multiple job holding rates also have high shares of agricultural and part-time employment. In addition, multiple job holding generally seems to be highest in states that have low average commuting times.

### Labor Force

South Dakota's labor force statistics measure the number of residents who are currently employed or actively

seeking employment. The 2012 annual average statistics estimate approximately 440,200 residents in the state participation in the labor force, which equates to a labor force participation rate of 69.6 percent.

The residents of South Dakota participate in the labor force at a very high rate. The most current annual Current Population Survey (CPS) figures show South Dakota’s labor force participation rate was 69.6 percent in 2012. In other words, nearly 70 percent of all residents age 16 years and older were in the labor force, either working or looking for work. This compares to a 2012 national average of 63.7 percent. Historically, South Dakota has consistently had higher rates of labor force participation compared to the national average.

South Dakota’s participation rate of 69.6 percent was the fourth highest rate of all states. North Dakota had the highest rate at 72.6 percent, followed by Nebraska at 72.5 percent and Minnesota at 70.3 percent. Youth in South Dakota were also more active in the labor force than their counterparts in than all but two states. In 2012, 51.1 percent of the state’s youth (age 16

to 19 years) were in the labor force, compared to the national rate of 34.3 percent. Wisconsin had the highest rate at 51.6 percent, followed by Wyoming at 51.3 percent.

Since labor force participation is very high in South Dakota, a low unemployment rate is not unexpected. In 2012, the annual average unemployment rate was 4.4 percent, compared to the national rate of 8.1 percent.

The Census Bureau’s OnTheMap application provides information regarding where South Dakota workers are employed. The table below references the 2011 annual data available from OnTheMap and reflects the commuting patterns of workers. As a primary job is the highest paying job for an individual worker for the year, the count of primary jobs is the same as the count of workers. More than 94 percent of those who work in South Dakota, live in South Dakota.

### **New Projected Growth and Decline of South Dakota Industries**

Based on the three-digit North American Industrial Classification System (NACIS) codes, the industry

projected to be the fastest growing will be ambulatory healthcare care services, which will require the largest number of workers from 2010 through 2020, with an expected need of an additional 4,190 workers.

Other industries expected to experience a high rate of worker growth and needing a higher level of workers include construction of buildings, fabricated metal product manufacturing and computer and electronic manufacturing. There are

<b>Where Workers Live Who Are Employed in South Dakota</b> <i>2012 Primary Jobs</i>		
<b>States</b>	<b>Count</b>	<b>Share</b>
South Dakota	336,569	94.4%
Iowa	6,078	1.7%
Minnesota	5,363	1.5%
Nebraska	3,682	1.0%
North Dakota	1,165	0.3%
Wyoming	1,036	0.3%
California	268	0.1%
Colorado	201	0.1%
Texas	189	0.1%
Illinois	154	>0.1%
All Other States	1,742	0.5%
<b>Total Primary Jobs</b>	<b>356,447</b>	<b>100.0%</b>

*Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics.*

actually only a few industries which are expected to have a declining rate of workers, including telecommunications, broadcasting (except internet) and agricultural , forestry, fishing and hunting.

### New Projected in Demand Occupations

Industry trends have a large impact on the future demand for workers in both the agricultural and nonagricultural industries. The short-term occupational projections for 2011-2013 indicate the majority of job growth will be within the production, office/administrative support, business and financial operations, education and training, and construction occupational groups. Job openings listed by employer with DLR can also be used to provide a picture of short-term demand for workers. The table on page 25 shows the occupations with more than 1,000 openings listed by employers with the DLR local offices during program year 2012.

Other than registered nurses, none of the occupations in the DLR local office list of most job openings require postsecondary education. These types of occupations have higher turnover

South Dakota Projected Fastest Growing Industries				
Industry	2010 Workers	2020 Workers	Worker Growth	Percent Growth
Ambulatory Health Care Services	14,700	18,890	4,190	28.5%
Waste Management and Remediation Service	790	975	185	23.4%
Construction of Buildings	5,180	6,325	1,145	22.1%
Museums, Historical Sites and Similar Institutions	490	590	100	20.4%
Wholesale Electronic Markets and Agents and Brokers	1,420	1,700	280	19.7%
Securities, Commodity Contracts and Other Financial Investments and Related Activities	715	845	130	18.2%
Support Activities for Transportation	780	920	140	17.9%
Fabricated Metal Product Manufacturing	3,435	4,020	585	17.0%
Computer and Electronic Product Manufacturing	2,140	2,480	340	15.9%
Couriers and Messengers	1,235	1,425	190	15.4%
Heavy and Civil Engineering Constuction	3,365	3,870	505	15.0%

*Source: South Dakota DLR, Labor Market Information Center, June 2012.*  
*Notes: Data is preliminary and subject to revision. Industries with fewer than 200 workers in 2010 were excluded.*

**South Dakota Occupations with the Most Job Openings  
(July 1, 2012-June 30, 2013)**

Occupational Title	Number of Openings
Laborers and Freight, Stock, and Material Movers, Hand	5,753
Customer Service Representatives	3,806
Slaughterers and Meat Packers	2,707
Construction Laborers	2,218
Retail Salespersons	2,073
Registered Nurses	1,968
Nursing Assistants	1,932
Maids and Housekeeping Cleaners	1,652
Heavy and Tractor-Trailer Truck Drivers	1,270
Cashiers	1,245
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,204
Waiters and Waitresses	1,096
Combined Food Preparation and Serving Workers, Including Fast Food	1,023
Landscaping and Groundskeeping Workers	1,008
Production Workers, All Other	950
<i>Source: South Dakota DLR, Labor Market Information Center</i>	

and require a large number of workers to keep them staffed.

The long-term demand for workers is captured through 2010-2020 occupational projections, which provide estimates about the future need for workers. The projections data estimate the demand for new workers needed to fill jobs due to growth or replacement of workers leaving the work force. The South Dakota 2010-2020 occupational projections indicate several of the fastest growing occupations will require postsecondary education and/or training.

**Workforce Skills and Knowledge for Current and Future Employment Needs**

There are 31 occupations that will need more than 100 workers per year through 2020. Of these 31 occupations, those which require postsecondary education are:

- Registered Nurses
- Elementary School Teachers, Except Special Education
- Nursing Aides, Orderlies and Attendants

### South Dakota Projected Fastest Growing Occupations

Occupational Title	2010 Workers	2020 Workers	Worker Growth	Percent Change
Personal Care Aides	1,845	2,605	760	41.2%
Helpers - Carpenters	595	825	230	38.7%
Interpreters and Translators	240	325	85	35.4%
Market Research Analysts and Marketing Specialists	300	405	105	35.0%
Diagnostic Medical Sonographers	250	335	85	34.0%
Personal Financial Advisors	325	430	105	32.3%
Physical Therapist Assistants	250	330	80	32.0%
Computer-Controlled Machine Tool Operators, Metal and Plastic	235	310	75	31.9%
Meeting, Convention and Event Planners	255	330	75	29.4%
Physician Assistants	395	505	110	27.8%
Industrial Machinery Mechanics	770	975	205	26.6%
Software Developers, Applications	760	960	200	26.3%
Mental Health Counselors	230	290	60	26.1%
Credit Analysts	445	560	115	25.8%

*Source: South Dakota DLR, Labor Market Information Center, May 2013.*

*Notes: Data is preliminary and subject to revision. Occupations with fewer than 200 workers in 2010 were excluded.*

- Accountants and Auditors
- Secondary School Teachers, Except Special and Vocational Education

Other projected critical jobs/ occupations will include several of the healthcare practitioners, technical and support occupations, as well as some education occupations. Licensed

practical and licensed vocational nurses will need more than 80 workers per year. Computer support specialists, as well as network and computer systems administrators, will need more

than 50 workers per year. Radiologic technicians, dental assistants, medical records technicians and emergency medical technicians and paramedics will need more than 30 workers per year. Middle school teachers, preschool teachers and special education teachers will be in higher demand as well, requiring at least 30 workers per year.

The table below shows the projected occupational growth by the level of education typically needed for entry into occupations. Occupations that require no postsecondary education are projected to be slower growing than those that require postsecondary education. The combined categories of 'less than high school' and 'high school diploma or equivalent' are expected to grow at 8.7 percent and to need over 10,000 workers per year through 2020. Occupations requiring some postsecondary education (with no award) will be growing at 10.5 percent, generating the need for about 800 workers annually from 2010-2020. Occupations requiring a bachelor's degree are expected to have a growth of 11.7 percent, requiring over 1,700 workers per year. Even through many of the fastest-growing occupations requires college degrees,

the highest demand for workers will be for occupations that require no postsecondary education.

### Other Indicators of Employer Needs

Information on specific employer needs for labor resources was gathered by the LMIC via an online survey in August 2008. This survey was conducted to identify the workforce challenges facing all South Dakota industries. South Dakota employers had the opportunity to participate in this survey to indicate their workforce needs based on current

requirements, as well as anticipated future needs. This information was tabulated and analyzed in order to identify, quantify and address the current and future workforce needs of South Dakota employers. The overall survey response rate was 28 percent. Soon after this survey was conducted, South Dakota was impacted by the national recession. However, as the state economy rebounds from the recession, it is believed that the workforce challenges information gathered in August 2008 is once again a concern for South Dakota employers.

South Dakota Occupational Employment Projections by Level of Education Typically Needed for Entry						
Level	2010 Workers	2020 Workers	Numeric Change	Percent Change	Average Annual Openings	Percent of Total
Less than high school	128,240	138,750	10,510	8.2%	5,059	34.5%
High school diploma or equivalent	182,710	199,130	16,420	9.0%	5,822	39.7%
Some postsecondary, no award	24,745	27,340	2,595	10.5%	789	5.4%
Associate degree	23,720	27,025	3,305	13.9%	791	5.4%
Bachelor's degree	51,865	57,395	5,530	10.7%	1,722	11.7%
Master's degree	4,965	5,550	585	11.8%	175	1.2%
Doctoral or professional degree	8,955	10,250	1,295	14.5%	309	2.18%
Total	425,200	465,440	40,240	9.5%	14,665	100.0%

*Notes: Data is preliminary and subject to revision. Worker data for 2010 and 2020 rounded to nearest five. These summed data by education level based only on detailed occupational data which is published; non-published data not included in sums.*

*Source: South Dakota DLR, Labor Market Information Center*

The occupations with the highest level of immediate demand focused on jobs that require no postsecondary education, which mimics the DLR local office list of most job openings. Once again, these types of occupations have higher turnover and require a large number of workers to keep them staffed. There were several occupations that required postsecondary education, including accountants and auditors, several information technology occupations and management occupations. However, the perceived demand for these occupations was not as great as for occupations that did not require postsecondary education.

### Characteristics and Employment Related Needs of the State Population

#### Diverse Subpopulations – Race and Ethnicity

The 2011 American Community Survey (ACS) data produced by the U.S. Census Bureau shows the greatest percent of the state population by race is comprised of White residents (88.2 percent). The next largest group is American Indian and Alaskan Native (10.4 percent). Regarding ethnicity, 2.8

percent of South Dakota’s population is Hispanic or Latino.

#### Diverse Subpopulations – Linguistics

The 2011 ACS data available for the linguistics of our state population show that a high majority of state residents (93.4 percent) speak only English. Of those residents who have the ability to speak in other languages (50,335), 17.4 percent speak English *not well* or *not well at all*.

#### Diverse Subpopulations - Disabilities

The South Dakota Department of Labor and Regulation holds on of the USDOL Disability Employment Initiative (DEI) grants. These funds provide and opportunity for the state to develop and implement a plan for improving effective and meaningful participation of youth with disabilities in the workforce.

According to 2011 ACS data produced by the U.S. Census Bureau, the percent of South Dakota’s population with a disability is 11.7 percent. For the age group 18-64 years, it is 9.7 percent. This highest percent is within the age group 65 years and older, at 35.4 percent, which correlates with disabilities often

	Number	Percent
Total population	824,082	100.0%
White	727,015	88.2%
Black or African American	14,917	1.8%
American Indian and Alaska Native	85,955	10.4%
Asian	9,126	1.1%
Native Hawaiian and Other Pacific Islander	279	0.0%
Some other race	8,153	1.0%
Hispanic or Latino	22,899	2.8%

*Source: U.S. Census Bureau, 2011 American Community Survey*

occurring as people age, including hearing, vision and self-care disabilities.

The rate of disabilities by race reflects higher percentages for the *Native American and Alaskan Natives* and *two or more races* groups compared to the other race aggregations. Disabilities among ethnic groups in South Dakota are much lower, at 6.1 percent.

- White alone: 11.7 percent
- Native American and Alaskan Native: 13.4 percent

- Two or more races: 13.1 percent
- Hispanic or Latino (of any race): 6.1 percent

For the core of the labor force (ages 18 to 64 years), the highest percent of disabilities for all races lies within the ambulatory disability, which is having difficulty walking or climbing stairs.

The next highest level is for those with a cognitive disability, defined by the ACS as *existing when a person has a condition lasting six months or more that results in difficulty learning, remembering, or concentrating. Individuals with such limitations are often defined as having mild traumatic brain injury (TBI).* Persons with mild TBI often retain the ability to work competitively. Such individuals, however, typically earn less when employed year-round, full-time than do persons without disability and have lower levels of employment.

Unpublished tabulations (presented on the next page) from the Current Population Survey (CPS), a survey conducted by the U.S. Census Bureau, provide details regarding specific barriers to employment, as well as

Age By Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over					
Language Spoken	5 to 17 years	18 to 64 years	65+ years	Total	Percent of Total
Total	143,301	502,208	120,025	765,534	100.0%
Speak only English	132,901	468,591	113,707	715,199	93.4%
Speak Spanish:	4,169	12,849	581	17,599	2.3%
Speak English "very well"	3,773	5,734	399	9,906	1.3%
Speak English "well"	235	3,115	0	3,350	0.4%
Speak English "not well"	161	3,369	55	3,585	0.5%
Speak English "not at all"	0	631	127	758	0.1%
Speak other Indo-European Languages:	2,184	7,035	3,574	12,793	1.7%
Speak English "very well"	1,315	5,235	2,573	9,123	1.2%
Speak English "well"	273	994	600	1,867	0.2%
Speak English "not well"	596	508	283	1,387	0.2%
Speak English "not at all"	0	298	118	416	0.1%
Speak Asian/Pacific Island Languages:	1,107	4,288	376	5,771	0.8%
Speak English "very well"	602	2,516	88	3,206	0.4%
Speak English "well"	102	1,465	136	1,703	0.2%
Speak English "not well"	403	247	152	802	0.1%
Speak English "not at all"	0	60	0	60	0.0%
Speak other languages:	2,940	9,445	1,787	14,172	1.9%
Speak English "very well"	2,041	7,484	1,541	11,066	1.4%
Speak English "well"	368	758	235	1,361	0.2%
Speak English "not well"	531	1,074	11	1,616	0.2%
Speak English "not at all"	0	129	0	129	0.0%

Source: 2011 ACS, U.S. Census Bureau

unemployment rates by educational attainment level.

### Employment by Educational Attainment Level

A review of unemployment rates by educational attainment levels indicates that the highest unemployment rates in South Dakota are for residents with an educational attainment level of high school graduate or less than a high school diploma. In contrast, the lowest unemployment rates are for those residents who have a bachelor’s degree and higher.

Research has shown that unemployment rates are consistently

much lower for those with higher levels of education. Higher levels of educational attainment also correlate with higher earnings levels. The information for South Dakota detailed in the table above correlates with national information published on the U.S. Bureau of Labor Statistics website ([www.bls.gov/emp/ep\\_chart\\_001.htm](http://www.bls.gov/emp/ep_chart_001.htm))

This seems to be a function of differing labor markets for South Dakota and the nation as a whole. Comparison of the occupational average annual openings for both areas (as illustrated in the table at the right) shows South Dakota’s labor market has a higher percentage of projected job openings centered within

the ‘less than high school’ educational attainment level at 36.1 percent compared to the national rate of 29.5 percent. Both areas have similar rates for the ‘high school diploma or equivalent’ category.

Regarding educational attainment levels for occupations which typically require a degree, the United States has a higher percentage of expected job openings (which includes replacement needs) for all categories (associate, bachelor’s, masters and doctoral or professional degrees). When it comes to matching individuals to specific available occupations, individual skill and education gaps are certain to exist.

### Skill and Education Gaps of South Dakota’s Population

A review of educational attainment levels achieved over time shows a steady increase in the percent of persons age 25 years and older pursuing high school diplomas, as well as bachelor and advance degrees. This is true for the United States, along with South Dakota, although the U.S. has a greater rate of persons attaining Bachelor’s and advanced degrees.

South Dakota Residents with Disabilities		
Population 18 to 64 years	Number of Residents	Percent
Total	47,498	9.7%
With a hearing difficulty	12,781	2.6%
With a vision difficulty	8,264	1.7%
With a cognitive difficulty	18,573	3.8%
With an ambulatory difficulty	22,156	4.5%
With a self-care difficulty	6,739	1.4%
With an independent living difficulty	14,538	3.0%

*Source: U.S. Census Bureau, 2010 American Community Survey*

**Civilians Not in the Labor Force, by Age**  
(Number in thousands)  
**South Dakota**

	Age			
	Total	16 to 24	25 to 54	55+
Total not in the labor force	193.6	34.4	36.1	123.1
Do not want a job now	180.3	29.2	31.3	119.8
Want a job	13.3	5.2	4.8	3.3
Did not search for work in previous year	8.1	3.2	2.8	2.2
Searched for work in previous year	5.2	2	2.1	1.1
Not available to work now	1.7	0.9	0.4	0.4
Available to work now	3.4	1.1	1.6	0.7
Reason not currently looking				
Discouragement over job prospects	1	0.4	0.5	0.2
Reasons other than discouragement	2.4	0.8	1.2	0.5

Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

Notes: Subject to high rates of variability. June 2012-June 2013 reference period.

However, this seems to be a function of differing labor markets for South Dakota and the nation as a whole. Comparison of the occupational average annual openings for both areas shows South Dakota's labor market has a higher percentage of projected job openings centered within the *less than high school* educational attainment level (34.5 percent) compared to the national rate of 29.5 percent. Both areas have similar rates for the *High school diploma or equivalent* category.

Regarding educational attainment levels for occupations, which typically require a degree, the United States has a high percentage of expected job opening (which includes replacement needs)

**Employment Status of the Civilian Population 25 Years and Older by Educational Attainment**  
(Numbers in thousands)  
**South Dakota**

Educational Attainment Level	Civilian Noninstitutional Population	Civilian Labor Force		Employment		Unemployment	
		Total	Rate	Total	Rate	Total	Rate
Less than a high school diploma	44.6	18.6	41.6	17.6	39.4	1.0	5.5
High school graduates, no college <sup>1</sup>	166.4	110.3	66.3	105.8	63.5	4.5	4.1
Some college or associate degree	173.4	130.9	75.5	126.3	72.8	4.6	3.5
Bachelor's degree and higher <sup>2</sup>	145.9	111.5	76.4	110	75.4	1.4	1.3

<sup>1</sup> Includes persons with a high school diploma or equivalent.

<sup>2</sup> Includes person with bachelor's, master's, professional and doctoral degrees.

Notes: Special tabulations of unpublished Current Population Survey data (CPS).

for all categories (associate, bachelor's, masters and doctoral or professional degrees). Regardless of geographic location, when matching individuals to specific available occupations, individual skill and education gaps are likely to exist.

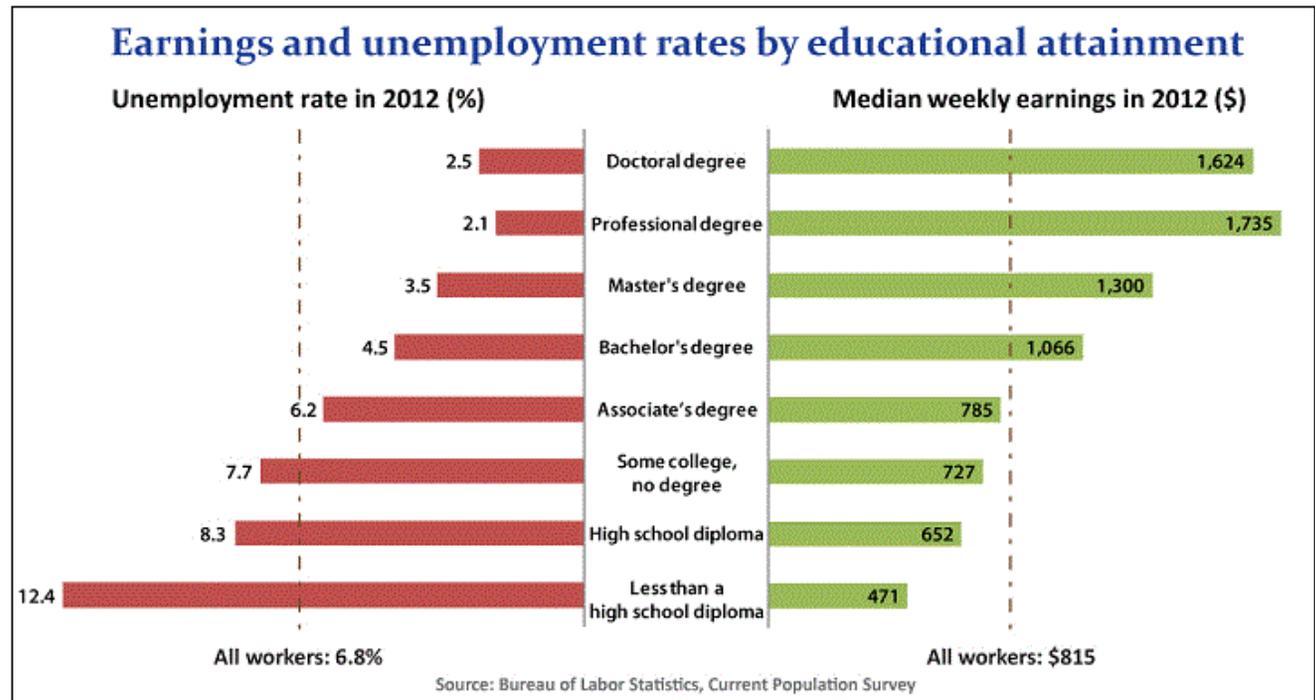
### Challenges of Workers Attaining the Skills Needed to Obtain Employment

There are two great challenges with respect to preparing workers for future jobs and meeting the business demand for new workers. One is to provide trained, skilled workers for occupations that require postsecondary education. The second challenge is to ensure an adequate supply of workers available to fill jobs that require no postsecondary education, but tend to be entry-level, lower paying and have higher turnover.

There are certain factors that will determine whether or not an adequate number of workers are available for available jobs, especially for jobs requiring postsecondary education. Making sure there are enough workers prepared for these higher-skilled occupations jobs is important, since some of these jobs are critical to the state's economy.

Percent of Persons Age 25 years and Over Achieving Specific Educational Attainment Levels						
Educational Attainment Level	United States			South Dakota		
	1990	2000	2011	1990	2000	2011
High school graduate or more	75.2	80.4	85.4	77.1	84.6	89.8
Bachelor's degree or more	20.3	24.4	28.2	17.2	21.5	25.8
Advanced degree or more	7.2	8.9	10.5	4.9	6	7.6

*Source: U.S. Census Bureau, Statistical Abstract of the United States*



First, there have to be enough students enrolled and graduating from postsecondary programs. Second, it is important graduates who have First, there have to be enough students enrolled and graduating from postsecondary programs. Second, it is important graduates who have to be licensed or certified for their chosen occupations can pass the required licensing test or meet the certification requirements. Third, enough graduates have to remain in the state and take jobs related to their education.

As mentioned previously, occupations that require no postsecondary

education are expected to grow by 7.9 percent, generating almost 11,000 jobs per year (including replacement needs) from 2010-2020. Jobs in these occupations tend to be lower paying and experience high turnover, because workers think of these jobs as stepping stones to better-paying jobs. Many of these jobs are taken by younger workers or workers who want part-time jobs.

Although some of the turnover can be explained by the seasonal nature of the business sector in the state, some of the turnover is related to job mismatches and/or because those

industries staff many jobs that are considered entry-level or stepping stones to better careers. Thus, it is very important students and other career decision-makers have access to career information so they can make informed choices about occupations they are interested in and have the aptitude for.

South Dakota's workforce continues to grow as it recovers from the recession. Administrative research has shown an increase in the supply of workers entering the South Dakota labor market for the past few years. According to wage record research (using administrative records) conducted in the state, there were about 61,739 new workers appearing on company payrolls in 2011 who were not on payrolls in 2010. For the year 2012, there were about 63,630 new workers appearing on company payrolls who were not on payrolls in 2011.

<b>South Dakota Occupational Employment Projections by Level of Education Typically Needed for Entry</b>				
<b>Level</b>	<b>SD Average Annual Openings</b>	<b>SD Percent of Total</b>	<b>US Average Annual Openings</b>	<b>US Percent of Total</b>
Less than high school	5,059	34.5%	1,618,040	29.5%
High school diploma or equivalent	5,822	39.7%	2,174,630	39.7%
Some postsecondary, no award	789	5.4%	275,120	5.0%
Associate degree	791	5.4%	294,130	5.4%
Bachelor's degree	1,722	11.7%	856,210	15.6%
Master's degree	175	1.2%	90,400	1.7%
Doctoral or professional degree	309	2.1%	170,170	3.1%
<b>Total</b>	<b>14,665</b>	<b>100.0%</b>	<b>5,478,700</b>	<b>100.0%</b>

Those workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the work force after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

South Dakota also experienced a loss of 56,000 workers who were on payrolls during 2011 but no longer found in 2012. This loss reflects the workers who migrate to other states, retire or are no longer employed by an employer covered by unemployment insurance. Overall, there was a net gain of covered workers in South Dakota during 2012, which is reflected in our steadily climbing worker level in the state.

South Dakota Population Projections						
Medium Series						
Age	2010	2015	2020	2025	2030	2035
0-4	59,621	57,567	60,089	60,941	61,413	62,656
5-9	55,531	60,094	58,068	60,533	61,386	61,846
10-14	53,960	56,098	60,651	58,650	61,067	61,925
15-19	57,258	54,556	56,625	61,169	59,196	61,570
16-19	<b>46,102</b>	43,645	<b>45,300</b>	48,935	47,357	49,256
20-24	<b>57,596</b>	58,030	<b>54,948</b>	56,947	61,468	59,533
25-29	<b>55,570</b>	57,993	<b>58,426</b>	55,332	57,268	61,771
30-34	<b>49,859</b>	55,883	<b>58,336</b>	58,765	55,672	57,548
35-39	<b>45,766</b>	50,101	<b>56,111</b>	58,593	59,024	55,935
40-44	<b>47,346</b>	45,997	<b>50,260</b>	56,250	58,759	59,194
45-49	<b>57,519</b>	47,587	<b>46,109</b>	50,294	56,253	58,758
50-54	<b>59,399</b>	57,326	<b>47,491</b>	45,904	49,988	55,879
55-59	<b>54,231</b>	58,790	<b>56,783</b>	47,102	45,429	49,393
60-64	<b>43,573</b>	52,854	<b>57,344</b>	55,432	46,037	44,314
65-69	31,944	41,677	50,577	54,920	53,134	44,182
70-74	25,683	29,666	38,624	46,897	50,971	49,357
75-79	21,724	22,873	26,368	34,250	41,616	45,283
80-84	18,004	18,084	18,985	21,837	28,282	34,401
85+	19,226	27,449	33,655	38,932	44,922	54,002
Total	814,180	852,624	889,447	922,748	951,885	977,574

*Source: South Dakota State Data Center, South Dakota State University*

Based on occupational projections, the worker level is expected to continue to grow. However, the South Dakota population projections released by the South Dakota State Data Center in the fall of 2012 for the 2010-2035 time period show continued workers growth could be a challenge. This data forecasts the South Dakota total population will reach 889,447 by the year 2020, reflecting an increase in the core workforce (age 16-64) of approximately 14,000, or a mere 2.7 percent.

Although most of the counties in South Dakota are expected to show population declines through 2010, the Rapid City (Meade and Pennington counties) and Sioux Falls (Lincoln, McCook, Minnehaha and Turner counties) Metropolitan Statistical Areas (MSAs) will be the fastest growing areas in the state. Lincoln county is projected to lead, with an expected growth rate of 38.7 percent.

With occupational projects data for the same time period forecasting an estimated 14,000 jobs (new and/or replacement needs) expected to be added annually from 2010-2020, our state will likely experience workforce challenges.

### **Ability of Integrated Workforce Plan to Meet the Workforce Needs of Employers**

Leadership from the Governor, the Workforce Development Council (WDC), and the DLR gives guidance to meet the workforce needs of employers. The Governor's vision provides the framework. The WDC directs resources to implementation. The DLR administers and delivers the employment and training services. An effective working relationship with our partners has been established. This allows for a consistent approach to working with employers. We have a long history of positive interaction with employers.

# WIA *Service for Employers*

DLR has worked to develop and strengthen new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships that have been developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.

Employers know they can count on DLR to be available and responsive to their workforce needs. The wide array of services available under one agency reduces duplication of effort among various programs as UI, W-P, WIA, VETS, TAA, TANF, SNAP and LMI. The partnership with other state agencies, postsecondary education and local providers is an active collaboration that brings results for employers.

The DLR, following the Governor's SDWINs initiative, has partnered with schools to bring the NCRC to their students. Preparing young people for work is a major responsibility. Using the NCRC as a companion to their academic preparation, students are better situated to make well-informed decisions on employment and postsecondary education options. Employers are seeking students to move into their entry positions and to grow with their company. The NCRC assists both the student and the employer in making their respective decisions.

DLR has been responsive to the needs of businesses. In addition to the co-location of employment programs, the labor exchange and WIA occupational training, WIA brings great value to the business community. The Governor's top priority has been creating jobs and

growing the economy. South Dakota WIA has a successful history of using the WIA programs to help employers address their workforce development issues.

DLR provides services to individuals consistent with the Governor's vision and USDOL's emphasis. As much as possible, services are coordinated across programs to lower the cost and increase the effectiveness. Employers and job seekers receive quality services under this plan. Employer services range from applicant screening and job description assistance to on-the-job training, Rapid Response services. Job seeker services are only successful if they align with employer demand. Such individual services may include adult education, job training, postsecondary education, Registered Apprenticeship, certificate and credential attainment and supportive services.

The South Dakota State Plan is predicated on a strong connection with employers. A dual purpose role requires the plan to meet the workforce development needs of business while addressing the individual needs of the jobseeker. Governor Daugaard made this a central point with his State of the State address in January 2012. His top priority has been creating jobs and growing the economy. He has listened to business, and has taken action. This leadership has influenced the delivery of WIA services.

Dakota Roots continues to be an effective tool in serving employers. This is designed to help employers find qualified skilled workers for hard to fill positions. This is an additional tool to connect jobseekers with employers. This program has grown immensely since its inception and will continue to be a valuable resource for the business community.

Local office managers are directly involved with local businesses, community leaders, educators and economic development authorities. Workforce development professionals are at the table when discussing the needs of employers. Direct access to the community makes it easy to promote and implement services in collaboration.

**We have developed and strengthened new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships that have been developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.**

# 5% Statewide Activities

WIA provides for states to develop strategies with reserved funds for allowable and required activities. Limited funding allows for limited activity. South Dakota utilized the available statewide funds to provide for the required management accountability information system and to maintain two small projects targeted to specific hard to serve populations.

Statewide funds were able to continue a partnership with an energy sector business, Molded Fiberglass in Aberdeen, to serve Karen refugees. This project coordinated services with the company, WIA Title II Adult Education and Literacy provider, and WIA to serve a population with very limited English literacy skills. This work-based project

was successful in helping to mitigate a language and cultural barrier and help this population secure productive employment in a growing industry.

Another population that received continued statewide funding was incarcerated individuals preparing for release from the state's correction system. A significant barrier to employment for many inmates is the lack of high school diploma. Again, in partnership with WIA Title II Adult Education and Literacy program and corrections the project was able to assist inmates attain their GED certificate which opens doors with employers.

Statewide funds do make a positive difference with hard to serve populations and provide a direct benefit to the state and the business community. Helping refugees to learn how to use English in the workplace or assisting those imprisoned attain the GED certificate is a huge step for the participants, and the right thing to do with limited resources.

# WIA *Evaluation Activities*

The DLR strives to establish and implement methods of continued improvement in the efficiency and effectiveness of the statewide workforce system. The intent is to improve employability for job seekers and competitiveness for employers.

With limited funding available to conduct evaluations, we have relied on DLR professional staff to review and conduct analysis of the services, performance and cost data, and to make appropriate recommendations. To ensure the integrity of the employment and training programs DLR conducts desk reviews and on-site monitors. These reviews are not simply compliance reviews but identify the need for technical assistance and recognize promising practice. Information gathered from these local evaluations is considered by state staff and reported to the WIA administrator.

For PY12, the state exceeded seven and met two of the nine performance measures. Such outcomes demonstrate the value of WIA services to the participant and the benefit to the state. Combine the performance achievement with a respectable cost associated with the service, the return on the investment is considerable.

DLR staff has utilized resources from the USDOL, such as Workforce 3 One, to follow the community of practice from other states. This leads to seeing how other states may have been successful in improving their systems. When possible we adapt these methods to how we do business in South Dakota. Combining this research with our local monitors and with an analysis of performance and progress reports we have been able to implement appropriate technical assistance and professional development activities.

We have yet to know the impact of the WIA Gold Standard Evaluation project for adults and dislocated workers. South Dakota was one of 30 programs selected to participate in this study. This project randomly selected individuals to for limited WIA services. If selected for one of the limited cohorts full WIA services would be unavailable to them for a period of 15 months. This study will continue until the last individual selected has exhausted their period of study, which would be in the spring of 2014. This study is conducted by Social Policy Research and Mathematica. The results of the study will be shared with the state, USDOL and Congress.



South Dakota values its veterans. They have served our country well, and we are proud to serve them and those who hire them. Every local South Dakota Department of Labor and Regulation office is staffed with a trained veterans' representative who can provide job-seeking veterans with:

- Intensive services and employment assistance.
- In-person orientation sessions.
- Job-search assistance.
- Eligibility determinations and referrals, including WIA.
- Information on how to apply for federal, state, county and city employment.
- Employment information for newly separated or transitioning service members.
- Assistance with cross-matching your military skills to civilian employment.
- Direct referrals to job openings.

DLR has five full-time and eight half-time grant-funded veterans' representatives providing service to veteran job-seekers across the state through our network of local offices. Due to funding limitations, six local offices have no grant-funded veterans' representatives. However, these offices do have staff trained by the National Veterans' Training Institute to provide service to veteran job seekers. Local offices screen and test veteran job seekers to match the employer's needs. Referrals to appropriate support programs, including WIA, are made available to veteran job seekers as appropriate.

WIA helps veterans acquire skills to work with new technology, it assists those who have lost their jobs because of shifts in the economy or changing consumer demands, and works with social service agencies to help veterans and families make the break from public assistance and support themselves. Veterans needing employment or training may be eligible for WIA. Local offices will determine if WIA is the right program. Services have included work readiness skills, such as interviewing tips or resume writing. Also available is employment counseling to help

learn about jobs and what career opportunities may exist with the right education and training. If needed, help may be obtained with basic skill education, studying for the GED® or completion of the high school diploma.

The Gold Card provides post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market. Training was held on the Gold Card Initiative for all Veterans' Representatives who in turn trained the other respective office staff. A press release was issued on the initiative, asking for those interested to contact the local offices. DLR identified Post 9/11 veterans registered in our Management Information System (SDWorks) and did an email blast notifying them of the Initiative. Once we have someone participating in the Initiative, we conduct 30 day follow-up meetings (no more than 30 days between each visit), for up to six months. We continue the minimum 30-day follow-up past the six-month timeframe if needed.

### **Priority of Service**

The Veterans' Employment and Training Service (VETS) provides Jobs for Veterans State Grants (JVSG) to

the States to support the program activities and services provided by the One-Stop Career Centers for veterans. The JVSG funds support the appointment and assignment of Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVERs). The definitions of veterans and "other eligible persons" applicable to services provided by DVOP and LVER staff are different from and narrower than those which are applicable within the priority of service "covered person" definition (e.g., for veterans other than those whose service time was limited by discharge due to disability, 181 days or more of active duty time is required). So, the universe of individuals eligible for services by the DVOP and LVER staff is a subset of the broader universe of individuals entitled to priority of service by the Jobs for Veterans Act.

Operators of programs subject to the priority of service regulations are strongly encouraged to establish effective linkages with the state JVSG program staff, for two-way referrals of individuals for services. Such linkages would be advantageous to the individuals in need of services and also to the program operators. The JVSG



program staff members perform case management services for veterans and other eligible persons who require intensive employability development services, and also focus on employer relations activities to develop jobs for veterans and other eligible persons.

Another significant aspect of the JVSG program is the partnering of those specialists with the military services to provide transition services to men and women leaving active duty and returning to civilian life, and

involvement in Reserve and National Guard units' de-activation activities when those personnel end their active duty stints and return to civilian life. Effective linkages between those veterans program specialists and all qualified job training programs subject to the priority of service requirements would help to achieve the underlying purpose of the priority of service requirements. The linkages would help establish effective means of outreach to a significant portion of the universe of covered persons. They would also improve communication about employment and training opportunities offered in local communities by qualified job training programs.

### **Definition of a Veteran for Priority of Service**

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the final rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2).

- Under this definition, the term "veteran" means a person who served at least one day in the

active military, naval or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities. (State mobilizations usually occur in response to events such as natural disasters.)

- “Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:
  - Any veteran who died of a service-connected disability
  - Any member of the Armed Forces serving on active duty who, at the time of application

for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:

- Missing in action
  - Captured in line of duty by a hostile force
  - Forcibly detained or interned in line of duty by a foreign government or power
- o Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs
  - o Any veteran who died while a disability was in existence

A spouse whose eligibility is derived from a living veteran or service member (categories as noted above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or

service member, that eligibility would be lost upon divorce from the veteran or service member.

Please refer to Veterans Program Letter (VPL) 07-09 and Training and Employment Guidance Letter (TEGL) 10-09 for further guidance on providing Priority of Service.

### **Priority of Service on Job Orders**

Selection and referral procedures will expose veteran job seekers to the most job orders possible before such orders are placed in the mainstream of the selection and referral process. Veterans receive 24-hour preference on all posted job orders. If suitable veteran job seekers cannot be found through file selection or walk-in traffic within 24 hours, then non-veteran job seekers will be considered. If a suitable veteran or non-veteran job seeker cannot be referred within the specific time, the employers will be contacted to review the job order.

“Same Day” selection and referral of veteran job seekers to job openings must be accomplished in the following priority sequence:

1. Qualified special disabled veteran
2. Qualified disabled veterans other than special disabled veterans
3. All other qualified veterans and eligible persons
4. Qualified non-veterans

### Priority of Service at Intake

Veterans are identified by front-desk staff and appropriately moved to the head of the line to be seen (if applicable). They are also afforded the opportunity to speak with a DVOP/LVER or other staff.

### Performance

For quarter ending June 30, 2013, Federal reporting shows the Entered Employment Rate (EER) at 55 percent (below goal) for veterans, 53 percent (below goal) for disabled veterans, Average Earnings (AE) is \$13,569 (above goal) for veterans and \$14,401 (above goal) for disabled veterans; the Employment Retention Rate (ERR) is at 82 percent (above goal) for veterans and 83 percent (above goal) for disabled veterans. The VETS-200A shows EER 56 percent (below goal) for disabled veterans; ERR is 82 percent (at

goal) for disabled veterans. The VETS-200B shows EER at 68 percent (above goal) for recently separated veterans; ERR is 72 percent (below goal) for recently separated veterans. The VETS-200C shows the weighted EER is 61 percent (below goal), ERR is 80 percent (below goal), and AE is \$12,543 (above goal).

South Dakota continues to remain consistent with meeting or exceeding 8 or 9 specific goals each quarter. The established goals were set for PY11 and carried over to PY12 without negotiations. We will continue to monitor individual office performance for area of concern, but the performance achieved was consistent with Wagner-Peyser performance.

Performance Targets for Jobs for Veterans State Grant Funded Staff PY 2011	
<b>DVOP</b>	
Disabled Veterans EER	58
Disabled Veterans ERR	82
<b>LVER</b>	
Recently Separated Veterans EER	60
Recently Separated Veterans ERR	79
<b>DVOP/LVER Consolidated:</b>	
Veterans EER - Weighted	64
Veterans ERR	81
Veterans Average Earnings (AE)	\$12,500
<b>Performance Targets for One-Stop Services for Veterans</b>	
Veterans Entered Employment Rate (EER)	62
Veterans Employment Retention Rate (ERR)	81
Veterans Average Earnings (AE)	\$13,000
Disabled Veterans EER	58
Disabled Veterans ERR	81
Disabled Veterans AE	\$14,300

# WIA Waivers

South Dakota operated under four waivers as submitted and approved with the State Integrated Workforce Plan. These waivers allowed the DLR to better serve the needs of the state, the business community and our WIA participants.

## **Common Measures**

The move to Common Measures has streamlined and simplified the performance accountability system. Placing a focus on integrated service and reporting only Common Measures has reduced redundancy and lessened the burden of reporting 15 core measures and two satisfaction measures. This has allowed a small program staff to focus on providing a quality service for employers, job seekers and employers, rather than concentrating on an unwieldy methodology for tracking and reporting performance data. The essential benefit is a simplified and efficient performance measurement system.

The waiver resulted in a cost effective and understandable methodology for our partners and service providers.

## **Transfer of Funds**

Having the authority to transfer funds between adult and dislocated worker programs provided the flexibility for improvement of the statewide workforce investment system. This waiver authority allowed the state to better manage WIA resources in response to the needs of our workforce. As our economy has improved from the grip of the recession, we have had fewer layoffs and a continued need for assistance to our eligible adults. Being able to move funding between these two programs benefits those who have demonstrated need.

## **Incumbent Worker Training**

Being allowed to utilize a portion of local funds for incumbent worker training maximizes the ability of our local programs to meet the needs of

the employers and workers. This waiver is limited to no more than 10% of local funds and is required to be a part of a layoff aversion strategy. All training under this waiver is restricted to skill attainment activities. Due to a strong economy, this waiver did not see use during the program year.

## **Increase Employer Reimbursement for On-the-Job Training (OJT)**

A sliding scale of reimbursement for training using an OJT is of great benefit to smaller businesses with a limited staff and training budget. This has encouraged businesses to consider the use of OJT as a viable means of training and securing their workforce. This waiver creates additional opportunities for new workers, unemployed workers and underemployed workers. This expands the flexibility of the state in responding to the local needs and to ensure training needs of business and job seekers are met.

# Costs WIA

After the funds for administration and statewide activities were reserved, all available funds were distributed to the local area. As a single area state we provide participant services through the DLR network of local offices.

During the program year we provided more staff intensive services with staff time and administrative overhead as the only cost. One contributing factor was the WIA Gold Standard Evaluation study which limited service to core only or core and intensive only for selected adults and dislocated workers. Another contributing factor was an emphasis DLR has placed on the value of core and intensive services for eligible individuals. This was not at a disregard to the value of training, but rather to a well-developed plan of service for the individual participant.

Data from ETA WIA Annual Report Tables M and N demonstrates the numbers served and cost factors. In PY12, 9,000 individuals utilized WIA services to some level. Funds dedicated to serving adults and dislocated workers through self-service, core, intensive and training as well as youth direct service totaled \$3,943,840. This indicates an average cost per individual receiving any level of service was \$438. Historically, South Dakota has a respectably low cost per participant. This is further evidenced by the adult and dislocated worker costs for specific to training services averaged \$2,671 per participant. And, costs for direct services for youth averaged \$1,530 per participant.

We recognize the effectiveness of WIA programs is much greater than what can be measured by performance data and cost per participant alone. Individuals and the state both benefit from unsubsidized employment, increase in earnings, reductions in the public assistance and increased local, state and federal tax revenues. As our WIA program participants experience success, we have helped our citizens with their career goals and helped strengthen our economy. WIA is a program with a significant positive return on the investment.

## **Assessments**

**Key Train** - an interactive training system for career readiness skills.

**WorkKeys** - an assessment system measuring common skills in the workplace.

**National Career Readiness Certificate** - a national standard in certifying workplace skills.

**Test of Adult Basic Education** - Assesses the skills and knowledge of adult learners in reading, mathematics and language; this assessment instrument can provide diagnostics, inform instruction, and document educational gain.

**Career InSite** - Online career exploration tool that helps job seekers and career planners find occupations of interest.

**Teknimedia** – Teaches essential computer and Internet skills at a pace that is set by the user.

**Reality Check** – Allows one to explore whether or not an occupation matches their lifestyle.

**Mavis Beacon** – Computer software to guide one to better typing skills.

## **Acronyms**

**AEL** – Adult Education & Literacy

**BIT** – Bureau of Information & Technology

**DLR** – Department of Labor and Regulation

**DRVS** – Data Reporting and Validation System

**ETA** – Employment and Training Administration

**GED** – General Educational Development

**JSAP** – Job Search Assistance Program

**NCRC** – National Career Readiness Certificate

**NEG** – National Emergency Grant

**OJT** – On-the-Job Training

# *Glossary, continued*

**SNAP** – Supplemental Nutrition Assistance Program

**SPR** – Social Policy Research

**TAA** – Trade Adjustment Assistance

**TABE** – Test of Adult Basic Education

**UI** – Unemployment Insurance

**WARN** – Worker Adjustment and Retraining Notification